

**WORKFORCE DEVELOPMENT BOARD**  
**Operations Committee Meeting Minutes**  
**August 16, 2017 @ 3:00pm**  
**SC Works Clemson Comprehensive Center, Large Conference Room**

**Members Present**

Richard Blackwell, Chair  
Ed Parris

Danny Brothers

Brooke Garren

**Members Absent:**

Amanda Blanton

David Bowers

Teri Gilstrap

**Staff Present:**

Jennifer Kelly

Trent Acker

**Guest Present:**

Renee Alexander  
Laura Cox

Karen Hamrick  
Mike Wallace, Board Chair

Steve Riddle

**I. Welcome and Introductions**

Trent Acker, WorkLink Executive Director, officially called the meeting to order at 3:00pm, welcoming everyone in attendance and announced the meeting was being recorded for processing of minutes. Introductions were made of everyone in attendance.

**II. Election of Chair**

Mr. Acker stated that the first item of business was to elect a new chair of the OneStop Operations Committee. Chair Richard Blackwell will be moving to the Finance Committee as of the next meeting. The floor was opened for nominations.

**ACTION TAKEN: Danny Brothers nominated Ed Parris as chair of the OneStop Operations Committee. Brooke Garren seconded the motion. The motion passed.**

Chair Ed Parris welcomed everyone and thanked them for coming to the meeting today. Chair Parris officially welcomed Brooke Garren to the committee, and thanked her for her service this past year in her role as Chair of the WorkLink Board.

**III. Approval of 5/17/17 Meeting Minutes**

The minutes from the 5/17/17 meeting were emailed to committee members and included in the meeting packet. Chair Parris called for corrections/amendments to the minutes or a motion to approve.

**ACTION TAKEN: Brooke Garren made a motion to approve the minutes, seconded by Danny Brothers. The motion carried unanimously.**

**IV. PY'16 & PY'17 Reports**

**a. Business/Employer Services Reports**

Mr. Acker stated that Meredith Durham, Business Service Representative for WorkLink, is still out on leave for the new few weeks. At this time, there are no new OJT contracts. One possible contract with Belton Metals is pending. In regards to IWT, the \$250,000 WorkLink received from the State Workforce Development Board has been obligated, but expenditures have not begun to come yet. An update will be provided at the Finance Committee.

**b. SC Works System**

Karen Hamrick, SC Works Operator, referred the committee to page 10 in the committee packet. Ms. Hamrick called attention to the following items in regards to PY16:

- The center traffic for PY16 was 17,363.
- 1,110 workshops were offered to 943 attendees.
- 706 referrals were given to partners.

Mr. Brothers and Mr. Blackwell asked for clarification regarding the Job Search Services. The number jumped significantly between April, May and June. Ms. Kelly stated that WorkLink receives data from the State each month. Ms. Windy Graham, staff to the Board, has requested details on why the number shifted so dramatically, but has not yet received an answer, other than it was a change in how the report pulls out of the SC Works Online database.

Ms. Hamrick referred to Employer Services on page 11 in the packet. Continuing in PY16:

- SC Works hosted 106 Hiring Events serving 2,100 attendees.
- 1 Rapid Response with K-Mart, serving 27 individuals.

Ms. Hamrick skipped to page 15 and 16 in the packet to discuss the PY17 July report.

- The center traffic for July 2017 was 1,781.
- 97 workshops were offered to 57 attendees.
- 49 referrals were given to partners.
- 26 Hiring events
- 1 Rapid Response with JCPenney, serving 12 individuals.

**c. WIOA Adult/DW Program**

Steve Riddle, Program Manager for Eckerd Workforce Development Services, directed the committee to page 12-14 to review the Program update for PY16:

- 1/3 of the people enrolled in PY16 are between the ages of 22-32.
- 61% were not employed when enrolled in the program (or day of application). Most of those that were employed are considered underemployed.

- Career interest remains high in healthcare and manufacturing. Interest in CDL training will be broken out in future reports.
- 232 people were enrolled during PY16.
- Of those referred to training, 51 were to GED training, 111 to occupational, and 5 to OJT.
- 115 entered employment as part of the WIOA program.
- Tri-County Technical College remains the largest training provider in the WorkLink area.

Mr. Riddle moved into the July 2017 report as seen on pages 18-19:

- 24 enrolled in the WIOA program.
- The first platinum WorkKeys Certificate was earned.

Chair Parris asked for clarification regarding offenders. Mr. Riddle responded that those classified as offenders are the participants that told their Career Coaches that they have a background, specifically that they have been arrested at some point in their life.

- 11 individuals have been recommended for training.
- 13 individuals have entered employment, averaging \$15.18/hour. The highest was making \$20 as a truck driver.
- 54 currently attending training, mostly in manufacturing and healthcare.

#### **d. Financial**

Renee Alexander, Regional Manager for Eckerd Workforce Development Services, reviewed the PY16 budgets (reflecting expenditures July 1, 2016 to June 30, 2017) in the packet on pages 20-24.

- 89% of the Adult Program budget was expended. 97.7% of the salary line item was expended, as was 75% of Operating, and 84% of Training.
- 72.1% of the DW Program budget was expended. 89.6% of the salary line item was expended, as was 63.5% of Operating, and 72.6% of Training.
- 86.4% of the Adult Operator budget was expended. 88.8% of the salary line item was expended, as was 74% of Operating. There were no Training costs associated with this budget.
- 94.7% of the DW Operator budget was expended. This budget does not reflect the Modification 2 that shifted line item amounts around in the budget at the end of June.
- 85.8% of the Rapid Response budget was expended.

Ms. Alexander presented the financial data for PY17 listed in the packet on pages 25-28, reflecting the approved budgets as well as expenditures for the period of July 1, 2017 to July 31, 2017.

- 6.2% of the Adult Program budget was expended.
- 6.1% of the DW Program budget was expended.
- 7.9% of the Adult Operator budget was expended.
- 7.9% of the DW Operator budget was expended.

V. **New Business**

a. **ETPL Applications**

Jennifer Kelly, staff to the Board, referred the committee to the graph seen in the packet on page 29. WorkLink received three applications from Training Providers to be included on the Eligible Training Provider List, one of which was tabled at the last meeting. That Training Provider was Carolina Construction and is the second school listed in the chart. The committee requested more information regarding the number of students that have attended their school from our region. Ms. Kelly stated that WorkLink has not received the requested information at this time.

**ACTION TAKEN: Danny Brothers made a motion to deny Carolina Construction inclusion on the Eligible Training Provider List at this time. Seconded by Brooke Garren. Motion carried.**

The second application received was from Carolina Career School listed at the top of the graph. Ms. Kelly stated that the training provider has a brick-and-mortar school in South Carolina with four locations across the State. The closest to us is located in Greenville, and will be using classroom space there to conduct classes. They are offering Dental Chairside Assisting, which will be offered as an online and classroom based course, as well as Medical Assisting and Pharmacy Technician courses, which are online only. Some local areas have approved them, and others have denied them for inclusion on their local ETPL. The school is accredited and provides classroom training that leads to a credential. The school will prepare students to take the State exams through the courses they are offering. Mr. Riddle stated that Career Coaches have used Palmetto Career School, which is similar to Carolina Career School in regards to the programs they offer, with success.

**ACTION TAKEN: Richard Blackwell made a motion to accept Carolina Career School on to the Eligible Training Provider List. Seconded by Danny Brothers. Motion carried.**

The third application was from LS Coding and Education LLC, which is a new training provider to South Carolina. No other local region has approved them at this time. All courses offered are in-demand and online-based. However, their only brick-and-mortar location is located in Arizona. This training provider is accredited, and will prepare students for the national certifications.

**ACTION TAKEN: Danny Brothers made a motion to table the application from LS Coding and Education LLC pending further information from other areas until the next meeting. Richard Blackwell seconded. Motion carried.**

b. **2018 Request for Proposals**

Ms. Kelly explained to the committee that the Board is required to issue a request for proposals periodically in order to procure our operator and programmatic services. The grants with Eckerd Workforce Development Services cannot be extended anymore without procuring services. Therefore, an RFP will need to be written and issued in the spring of 2018 in order to allow enough for bidders to review and submit applications. Ms. Kelly stated that an ad hoc

committee will need to be formed in order to determine how the RFPs will be issued. Ms. Kelly requested representatives from business, partners that do not have a conflict of interest, and representatives from each County. Mr. Acker clarified that volunteers can come from any committee on the Board. Teri Gilstrap was recommended to serve on the committee. Mr. Acker also stated that Mike Wallace, Chair of the Board, has the ability to appoint members to the ad hoc committee.

**c. SC Works Certification Report**

Ms. Kelly handed out a draft copy of the SC Works Certification Report, and asked that the committee members take the report with them to review in-depth. Ms. Kelly reminded the committee that, at the last meeting, the committee issued an instruction letter that described the process for the local Board to follow in order to certify the SC Works Centers. The policy specifically laid out the monitoring process. Ms. Kelly conducted the assessment of the Clemson SC Works during the week of August 7, 2017, and collected the evidence to support the assessment process. The report handed out to the committee summarizes the conclusions of how well the standards were met. Ms. Kelly stated that she brought the documentation to the meeting for the committee to review if they wish. Ms. Kelly stated that she would follow-up with an email vote to the committee to determine their recommendation to either certify the Clemson SC Works Center or to take corrective action. Ms. Kelly told the committee that if there is corrective action needed, the corrective action will need to have taken place by December 31, 2017.

**d. Unemployment Insurance Changes**

Mr. Acker gave an update on Unemployment Insurance changes forthcoming. The Unemployment Insurance system will go down on Wednesday, September 6 at close of business and will remain down until Monday, September 10, 2017. The call centers as well as the UI payment telephone line will be down. The burden of questions could potentially fall on the resource room staff. DEW staff are making efforts to inform partners and UI claimants of the changes and the system being down for this brief period of time. Training resources are forthcoming from DEW for staff in the SC Works Centers and the UI Call Centers.

**e. Fund Utilization Rate**

Mr. Acker referenced page 30 of the packet, stating that DEW periodically sends out these charts for the local areas to review. The chart is intended to bring attention to three different categories of expenditures, participant costs, staff working directly with participants, and other staff and operating costs. The data is pulled from each local area's financial status report that they are required to submit to the State. Mr. Acker stated that each line item of the financial status report is reflected in one of the chart bars. The biggest challenge for WorkLink is the discrepancies across local areas. Each local area is set-up differently and potentially reports differently; for example, some areas count business service staff as working directly with "customers," whereas WorkLink only counts staff time working with participants in the program. The State has not set a clear expectation of what this chart should look like as far as

set percentages. The other consideration not taken into account on this chart is the leveraged funds we were able to use on behalf of WIOA participants that aren't included in the chart. Also, depending on when the snapshot of expenditures is taken, DEW may owe WorkLink funding towards operating costs, which can skew the chart. Mr. Acker stated that this does not require action, but to be information for the committee as we move forward with services.

## **VI. Old Business**

### **a. Transportation Grant**

Mr. Acker stated that WorkLink has been awarded a Transportation Demonstration Grant by the State Workforce Development Board. Staff had the opportunity to partner with Electric City Transit to write a grant application for one of six \$100,000 grants awarded to various local areas in the State. The Catbus declined participation. A project abstract and route maps are provided in the packet on page 31-33. The goal was to increase employment and training opportunities as well as to provide continued access to employment and training opportunities as well. There were two routes approved as part of this grant, one an extension of Masters Boulevard and the other a new bus route looping from Anderson to Honea-Path, Belton and back to Anderson. Routes will be operational during two-hour timeframes in the morning and in the evening when typical employer start and end times for first shift fall.

### **b. Strategic Plan**

Ms. Kelly referred the committee to page 34 of the packet to review the Strategic Plan Update.

- 1858 National Career Readiness Certificates issued in Anderson County.
- 634 National Career Readiness Certificates issued in Oconee County.
- 1153 National Career Readiness Certificated issued in Pickens County.
- The Business Service Integration team continues to meet. Our next meeting is Friday, August 18, and the quarterly partner meeting is scheduled for August 25, 2017.
- Workshop traffic and GED data is being gathered for the next meeting.
- DEW has not given any additional information on the Work Ready Community Initiative. The WorkKeys profile goal will remain tabled.

Ms. Kelly stated that work has begun on the newest objective for the committee. The Board has already adopted the in-demand jobs and industry clusters for the areas, and the outreach committee has begun work on the career pathways materials as well. Ms. Kelly stated that she will share those items as they become finalized. The regional Sectors Strategy will also be working on this as well.

## **VII. Other Business**

Ms. Kelly stated that the 2018 proposed committee dates are January 24, March 28, May 23, August 22, and October 24, which is the third Wednesday of every other month at 3pm, skipping the month of July.

**ACTION TAKEN: Brooke Garren made a motion to adopt the dates proposed. Danny Brothers seconded. The motion carried.**

Mr. Richard Blackwell announced to the committee that Oconee County is partnering with the Chamber of Commerce to host a job fair on August 31, 2017 from 4pm – 7pm for any who want to attend. There will be small businesses, large businesses, partners, and others present at the event. Mr. Blackwell requested that everyone spread the word. There are 250 jobs that need to be filled and are hoping to draw in Georgia residents to the event.

Mr. Acker stated the SC Works Centers will be closing at noon on Monday for the eclipse event taking place on August 21. The police had stopped by earlier to encourage the Clemson SC Works Center to close due to expected heavy traffic. The three counties will be closing at noon as well. Mr. Blackwell shared that the Oconee County Airport and Oconee County is hosting an Eclipse viewing party for any that were interested.

**VIII. Adjourn**

Motion to adjourn made by Brooke Garren, seconded by Danny Brothers. Motion carried. Chair Parris adjourned the meeting at 4:06pm.

*Respectfully submitted by: Jennifer Kelly*